

Information Disclosure Statement

USSN 10/581,437

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Form PTO-1449 (Modified) Page 3 of 4	ATTY DOCKET NO. B-6019 623501-9	U.S. SERIAL NO. 10/581,437
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANTS Frenkel, et al.	
	FILING DATE June 2, 2006	GROUP not yet assigned

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO
02/37856	5/2002	WO			
03/013113 A2	2/2003	WO			
03/067360 A2	8/2003	WO			
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95/29470 A	11/1995	WO	1995		
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Aharonot, Y., "The Camera that Never Sleeps"	
Amir, N., et al., "Towards an Automatic Classification of Emotions in Speech"	
Article Sertainty-Automated Quality Monitoring-SER solutions, Inc.-21680 www.ser.com, Ridgetop Circle Dulles, Va.	
Article Sertainty-Agent Performance Optimization-2005 SE Solutions, Inc.	
Bimbot, F. Et al., "A tutorial on text-independent verification" (August 8, 2003)	
Bimbot, et al., "A tutorial on Text-Independent Speaker Verification EURASIP Journal on Applied Signal Processing 2004:4, pp.430-451 (2004)	
Chaudhari, V., et al., "Very large Population Text Independent Speaker Identification Using Transformation Enhanced Multi-grained Models (October 2000)	
Chen, Q., et al., "A Data Warehouse/OLAP Framework for Scalable Telecommunication Tandem Traffic Analysis"	
Dror, Y., "The Computer at the other end of the line" Ha'aretz, (February 17, 2002)	
Freedman, I., "Closing the contact center quality loop with the customer experience management, Customer Interaction Solutions, Vol. 19, no. 9, (March 2001)	

EXAMINER	DATE CONSIDERED
/Shin Hon Chen/	03/26/2009

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /S.C./